

Custodial Operations Policy and Procedures

9.2 Application for financial assistance for families of inmates

Policy summary

Corrective Services NSW (CSNSW) may provide families of inmates with financial assistance following the death of an inmate while in custody, or to assist them to travel to visit an inmate in custody.

Following the death of an inmate who was in custody in a NSW correctional centre financial assistance may be provided to the family for the sole purpose of assisting with funeral expenses. This is not an admission of liability by CSNSW for the death of the inmate.

CSNSW encourages visits from an inmate’s family and support network. The Community Restorative Centre (CRC) has been funded to provide financial assistance to eligible applicants for travel and accommodation while visiting an inmate in a NSW correctional centre.

Management of Public Correctional Centres Service Specifications

Service specifications	Decency and respect
	Professionalism and accountability

Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW.

It also applies to all CSNSW employees, and where relevant to other personnel such as, Justice Health & Forensic Mental Health Network (JH&FMHN), contractors, subcontractors, and visitors.

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1 Funeral subsidy

1.1 Policy

CSNSW may approve a funeral subsidy of up to \$2000 to assist with meeting funeral expenses following the death of an inmate in CSNSW custody. Any payment of a funeral subsidy is not an admission of liability by CSNSW for the death of an inmate in custody.

Payment of a funeral subsidy is not automatic and is at the discretion of CSNSW. To apply for a funeral subsidy, the deceased's Next of Kin (NOK) or person arranging the deceased's funeral must submit a *Funeral subsidy application* form and include:

- the details of the deceased (name, date of birth, date of death in custody)
- the details of the applicant (name, relationship to the deceased, address, and contact details)
- confirmation of whether the deceased had pre-paid funeral arrangements
- the reason a funeral subsidy is being requested (e.g. financial hardship)
- the details for the funeral director (name, address, phone number, facsimile).

The completed application form must be sent to the Chaplaincy Coordinator by email to ChaplaincyCSNSW@dcj.nsw.gov.au.

The deceased's NOK, immediate family or other person arranging the funeral will be responsible for organising all funeral arrangements and for ensuring the accuracy of information provided to CSNSW.

Where an application for a funeral subsidy is approved by CSNSW, payment of up to \$2000 will be made directly to the Funeral Director following receipt of a tax invoice. The tax invoice must include the:

- business name
- address
- ABN
- services provided.

Any additional expenses related to the funeral will be directed by the Chaplaincy Coordinator to the relevant NOK or person responsible.

Additional financial assistance may also be requested in exceptional circumstances, such as where an inmate dies in a correctional centre or place of detention that is remote from their usual place of residence, and their immediate family:

- is seeking to return the deceased to their usual place of residence for burial or cremation, or
- is seeking to return the deceased's ashes to their family's area of residence, and
- would incur extreme financial hardship due to funeral expenses.

Approval of any additional financial assistance is not automatic and is at the discretion of CSNSW. A family member must make an additional written request to the Chaplaincy Coordinator outlining the reasons for their request. In these circumstances, the Chaplaincy Coordinator will be responsible for verifying the

applicant's financial and social circumstances and advising CSNSW for a determination to be made regarding their application.

The Chaplaincy Coordinator is responsible for:

- submitting all applications for deciding by CSNSW, and for ensuring the family or person responsible is notified of the decision
- ensuring that all communication and contact with the deceased's family members regarding the funeral subsidy is recorded within case notes in the Offender Integrated Management System (OIMS)
- accurately monitoring and recording the operations associated with any decisions regarding funeral subsidies, and all associated expenditure to family members or other persons.

All expenditure must be approved and comply with allocated budgets. Any discrepancies must be reported and submitted to CSNSW in a timely manner. All records and documentation is subject to audit.

Where no-one is willing or able to arrange the funeral, the Chaplaincy Coordinator will contact the relevant agencies to arrange for a public burial and facilitate transport of the deceased's body to the nearest morgue; or where transport of a non-citizen's body is required, their ashes to the inmate's country of origin.

1.2 Procedures for funeral subsidy

	Procedure	Responsibility
1.	Advise Chaplaincy Coordinator of inmate death in custody	Authorised officer
2.	<p>Contact the deceased's NOK and advise them that they may apply for a funeral subsidy of up to \$2000.</p> <p>If they would like to apply for a funeral subsidy, provide them with an application form.</p> <p>Applicants must be advised that:</p> <ul style="list-style-type: none"> • payment of any funeral subsidy is discretionary • any approved subsidy is not an admission of liability by CSNSW • an approved subsidy will be paid directly to the funeral director following receipt of an approved invoice. <p>Note: An inmate's NOK may only be contacted following notification procedures outlined in COPP section 13.3 <i>Death in custody</i>.</p>	Chaplaincy Coordinator /Authorised officer
3.	Advise applicant of the decision made by CSNSW.	Chaplaincy Coordinator /Authorised officer

	Procedure	Responsibility
4.	<p>Where an application is approved, provide funeral subsidy to nominated funeral director once a tax invoice is received. The tax invoice must include the:</p> <ul style="list-style-type: none"> • business name • address • ABN • services provided. <p>Direct additional expenses related to the funeral to the relevant family member or person responsible.</p>	Chaplaincy Coordinator /Authorised officer
5.	<p>Where no-one is willing or able to arrange the funeral, contact the relevant agencies to arrange for a public burial and facilitate transporting the body to the nearest morgue; or where transportation of a non-citizen's body is required, their ashes to the inmate's country of origin.</p>	Chaplaincy coordinator or Authorised officer

2 Travel assistance

2.1 Policy

CSNSW encourages visits to inmates from their family and support network to promote ongoing positive and supportive relationships.

The CRC is funded by CSNSW to provide travel and accommodation assistance through financial reimbursement to eligible applicants to visit an inmate in a NSW correctional centre.

To be eligible for the funding the applicant:

- must be aged 18 years or older
- must be a member of the inmate's immediate family, support network, a friend or have a kinship relationship
- receive a Commonwealth (e.g. Centrelink) benefit, or are experiencing financial hardships and must be able to provide proof on request
- live more than 100km away from the centre where the inmate is housed, or if they live less than 100 km away, personal circumstances prevent them from visiting
- travel assistance has not been previously claimed within the last 12 weeks.

Reimbursement from CRC for travelling expenses may include those incurred from train and bus fares, fuel that is purchased within two days of the visit, and taxi fares where public transport or other suitable alternative is not available.

Financial assistance may also be provided by CRC for accommodation expenses in cases where travelling distance or personal circumstances suggest that accommodation is required. The costs of food and beverages purchased while travelling to the correctional centre will not be reimbursed.

The applicant claiming reimbursement may submit an application, only once, within a 12 week period, and for one visit only. Applications will be approved and processed only if the eligibility criteria have been met and all original tax invoices/receipts have been submitted. These receipts must be originals (not photocopies) and must include the name and ABN of the service provider.

To claim travel and accommodation assistance to visit an inmate at a NSW correctional centre, applicants are required to complete a *CRC travel and accommodation assistance* form. Applications may be submitted for approval to CRC within 30 days of visiting an inmate by email to info@crcnsw.org.au or may be sent to:

BROKERAGE
Community Restorative Centre
PO Box 541
BROADWAY NSW 2007

If the applicant requires further information regarding their eligibility or the process, they may contact CRC on (02) 9288 8700 or visit their website www.crcnsw.org.au.

Travel and accommodation assistance is not provided by CRC if the inmate is at Junee correctional centre. Instead, the Family Liaison Officer at Junee correctional centre should be contacted on (02) 6930 5562.

2.2 Procedures for travel assistance

	Procedure	Responsibility
1.	Provide the contact details for CRC and a <i>CRC travel and accommodation assistance form</i> if an approved visitor has requested assistance (refer to COPP section 10.1 Visits to inmates by family and friends), and advise applicants that an eligibility criterion applies.	Authorised officer
2.	Complete and submit form to CRC within 30 days of the visit.	Applicant
3.	Assess approval subject to the applicant meeting the eligibility criteria and to the availability to funds.	CRC
4.	Advise applicants of the outcome of their application. Approved forms must be processed and reimbursement provided by CRC to approved applicants.	CRC

2.3 Receiving reimbursement

Reimbursement will be deposited by CRC into the nominated bank account for an approved applicant for the costs relating to one return journey within NSW from the applicant's direct address to the correctional centre where the inmate is located.

Reimbursement will be made within 28 days of approval of the application.

2.4 Record keeping

CRC maintains records for auditing of the applications submitted, and this information is submitted to CSNSW through the Funded Partnership Initiative (FPI) database for verification and statistical purposes.

3 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

4 Definitions

Authorised officer	The officer authorised by the Governor to perform the functions set out in this part of the Custodial Operations Policy and Procedures.
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
CRC	Community Restorative Centre
FPI	Funded Partnership Initiative
Immediate Family	Immediate family members generally include a spouse, de facto partner, child, parent, grandparent, grandchild or sibling; or a child, parent, grandparent or sibling of a spouse or de facto partner. Exceptions to this include some extended family members or individuals who have acted as the individual's legal guardian or parent.
OIMS	Offender Integrated Management System

5 Document information

Business centre: Custodial Operations

Approver: Kevin Corcoran

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Version	Date	Reason for amendment
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1.0		Initial publication (<i>Replaces section 7.18 of the superseded Operations Procedures Manual</i>)
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1.1	05/12/19	Updates made to subsection [1] outlining requirement for persons to apply for funeral subsidy. Financial assistance has also been amended to 'Funeral Subsidy'.
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1.2	12/03/20	General formatting update and improvements
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1.3	07/02/25	Removal of contact number for Chaplain as it is no longer in use.
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